

Bankstown-Lidcombe Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,429 patients

Emergency presentations:² 13,331 patients

Same period last year	Change since one year ago
13,463	0%
13,357	0%

Bankstown-Lidcombe Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,367 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,551 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,768 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 96 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 545 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
2,468	
9 minutes	8 minutes
28 minutes	23 minutes
5,881	
22 minutes	20 minutes
67 minutes	65 minutes
4,279	
24 minutes	25 minutes
85 minutes	98 minutes
623	
22 minutes	22 minutes
93 minutes	97 minutes

Bankstown-Lidcombe Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,429 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
13,463	0%
76%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Bankstown-Lidcombe Hospital: Patients presenting to the emergency department

January to March 2018

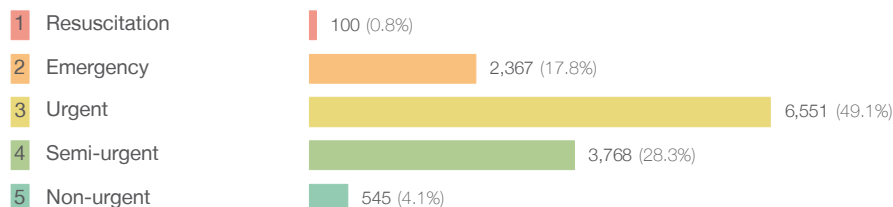
All presentations:¹ 13,429 patients

Same period last year Change since one year ago

13,463 0%

Emergency presentations² by triage category: 13,331 patients

13,357 0%



106 -5.7%

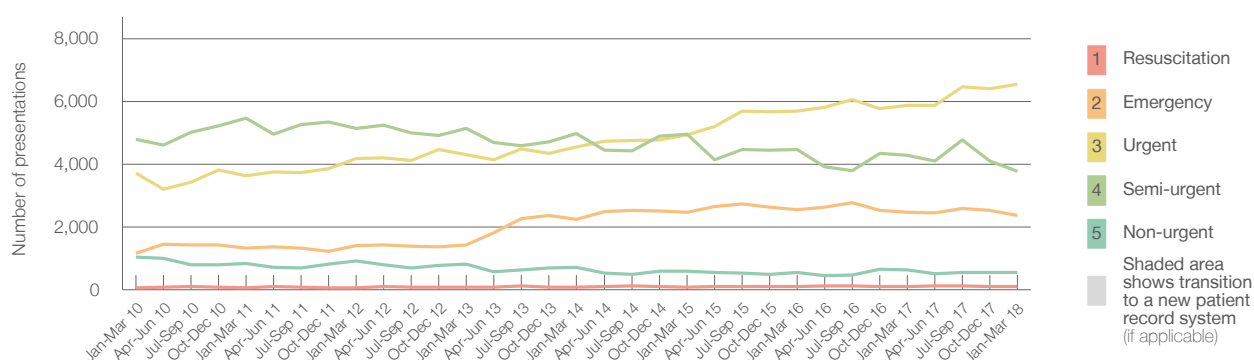
2,468 -4.1%

5,881 11.4%

4,279 -11.9%

623 -12.5%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	65	61	65	73	83	87	106	106	100
Emergency	1,164	1,325	1,401	1,430	2,242	2,456	2,548	2,468	2,367
Urgent	3,704	3,620	4,184	4,295	4,556	4,934	5,692	5,881	6,551
Semi-urgent	4,802	5,455	5,130	5,145	4,984	4,949	4,463	4,279	3,768
Non-urgent	1,035	842	913	814	711	581	554	623	545
All emergency presentations	10,770	11,303	11,693	11,757	12,576	13,007	13,363	13,357	13,331

Bankstown-Lidcombe Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,789 patients

Same period last year Change since one year ago

3,761

ED Transfer of care time

Median time 13 minutes

90th percentile time 25 minutes

13 minutes 0 minutes

25 minutes 0 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 2

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 2,367

Number of triage 2 patients used to calculate waiting time:³ 2,363

Median time to start treatment⁴

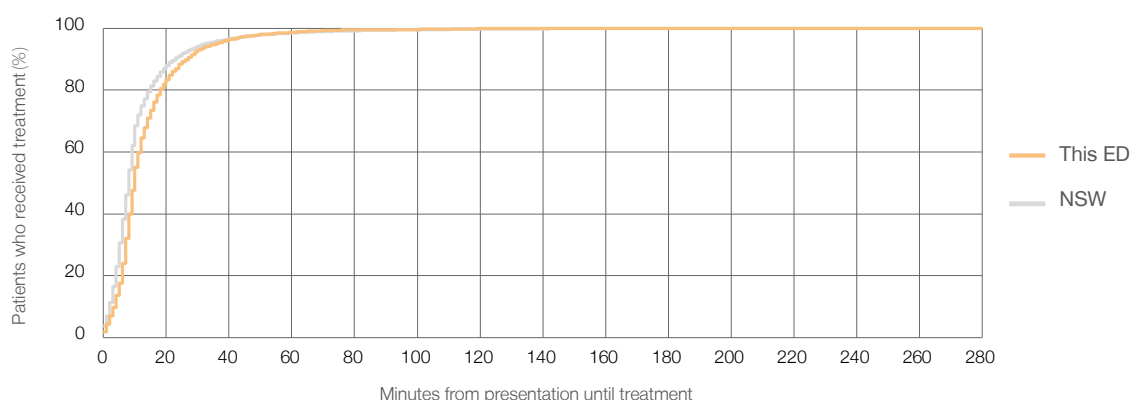
10 minutes

90th percentile time to start treatment⁵

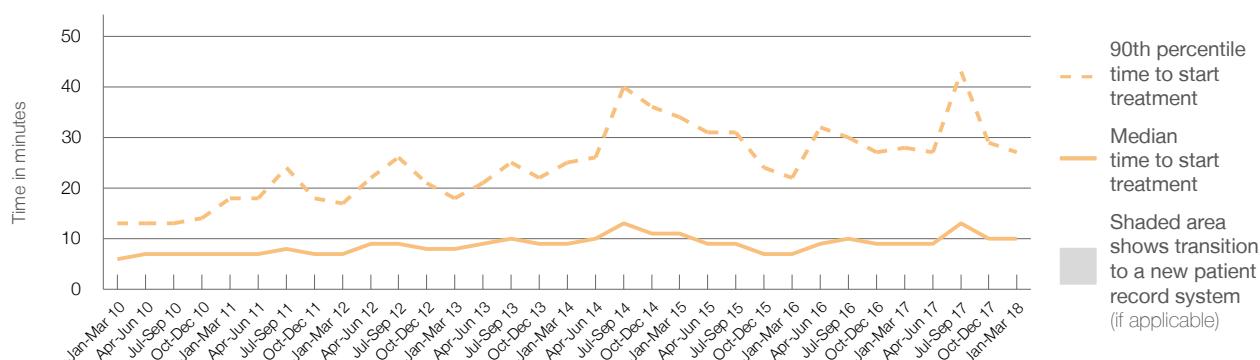
27 minutes

Same period last year	NSW (this period)
2,468	
2,463	
9 minutes	8 minutes
28 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	6	7	7	8	9	11	7	9	10
90th percentile time to start treatment ⁵ (minutes)	13	18	17	18	25	34	22	28	27

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 3

January to March 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

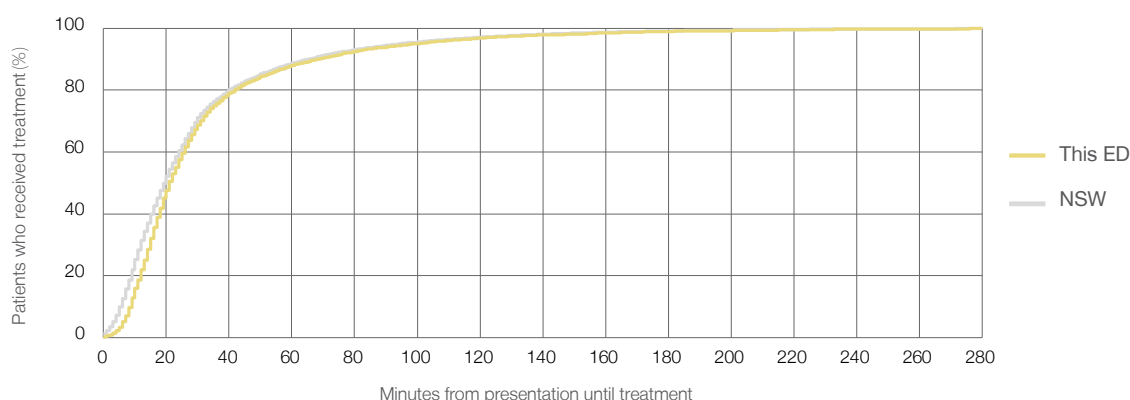
Number of triage 3 patients: 6,551

Number of triage 3 patients used to calculate waiting time:³ 6,484

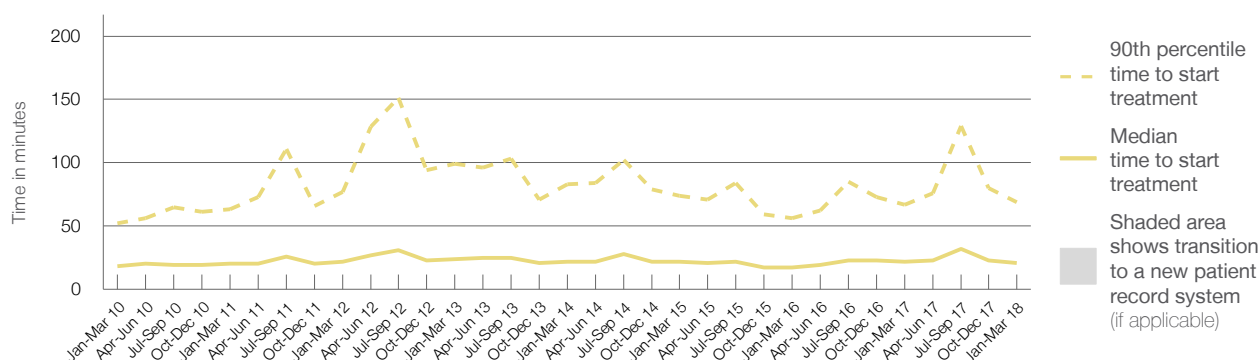
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
5,881	
5,796	
22 minutes	20 minutes
67 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	18	20	22	24	22	22	17	22	21
90th percentile time to start treatment ⁵ (minutes)	52	63	77	99	83	74	56	67	69

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 4

January to March 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,768

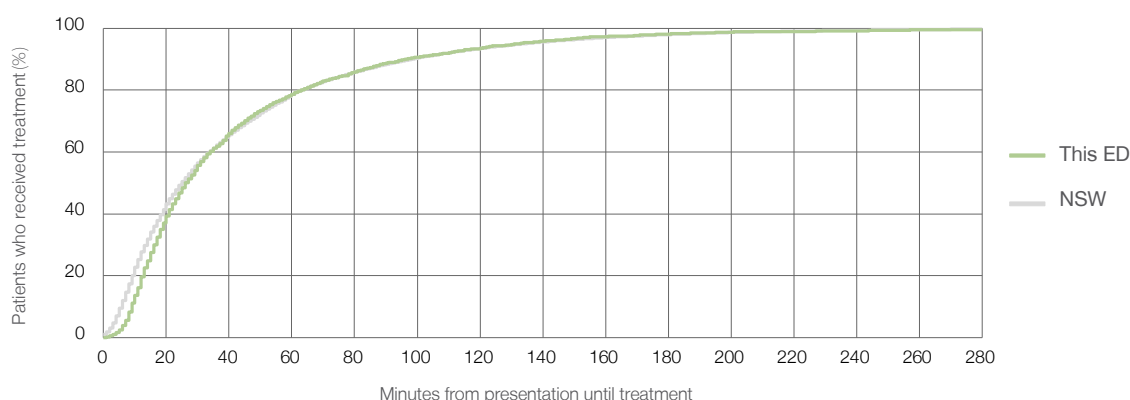
Number of triage 4 patients used to calculate waiting time:³ 3,657

Median time to start treatment⁴ 27 minutes

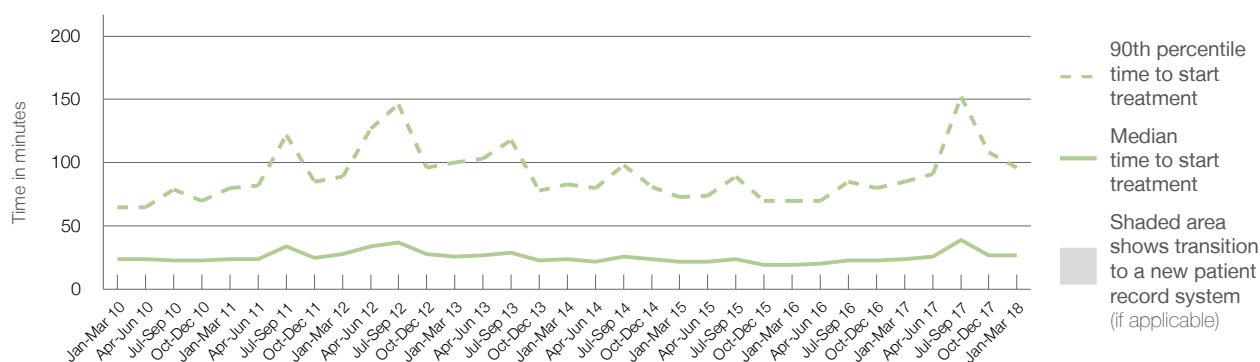
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,279	
4,122	
24 minutes	25 minutes
85 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	24	24	28	26	24	22	19	24	27
90th percentile time to start treatment ⁵ (minutes)	65	80	89	100	83	73	70	85	96

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Bankstown-Lidcombe Hospital: Time patients waited to start treatment, triage 5

January to March 2018

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 545

Number of triage 5 patients used to calculate waiting time:³ 441

Median time to start treatment⁴

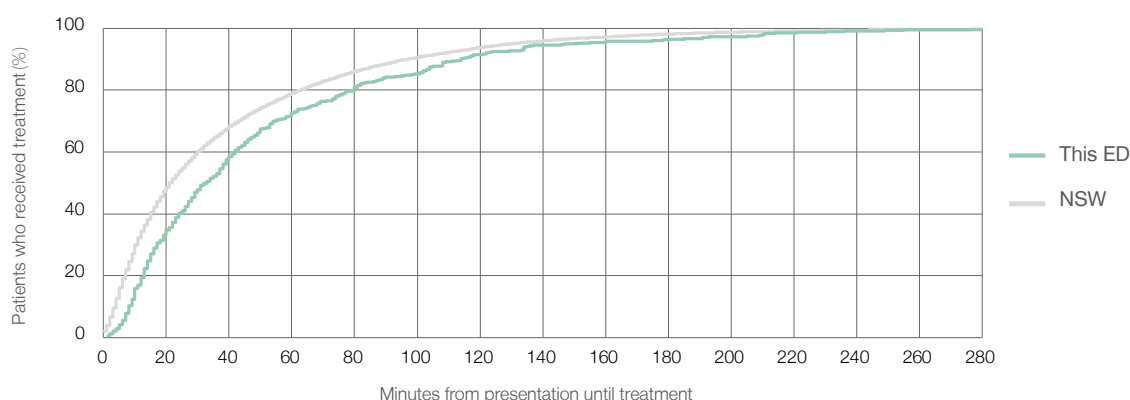
33 minutes

90th percentile time to start treatment⁵

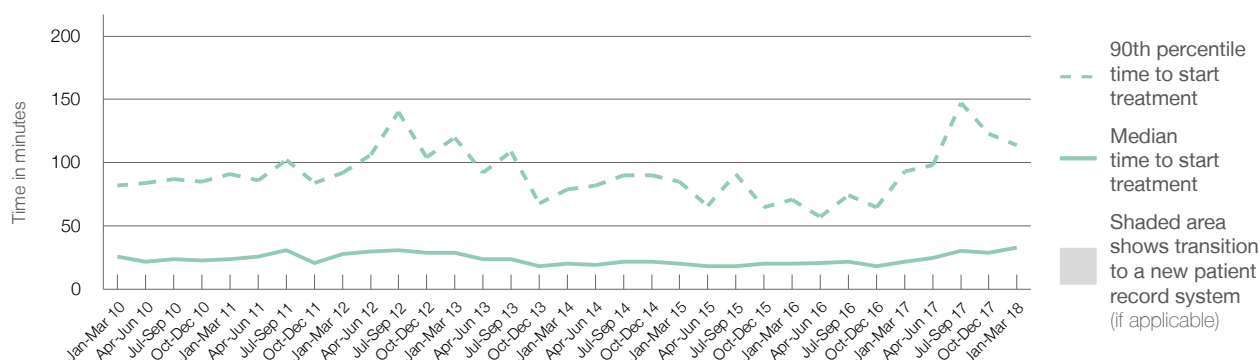
114 minutes

Same period last year	NSW (this period)
623	
514	
22 minutes	22 minutes
93 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	26	24	28	29	20	20	20	22	33
90th percentile time to start treatment ⁵ (minutes)	82	91	92	120	79	85	71	93	114

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Bankstown-Lidcombe Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,429 patients

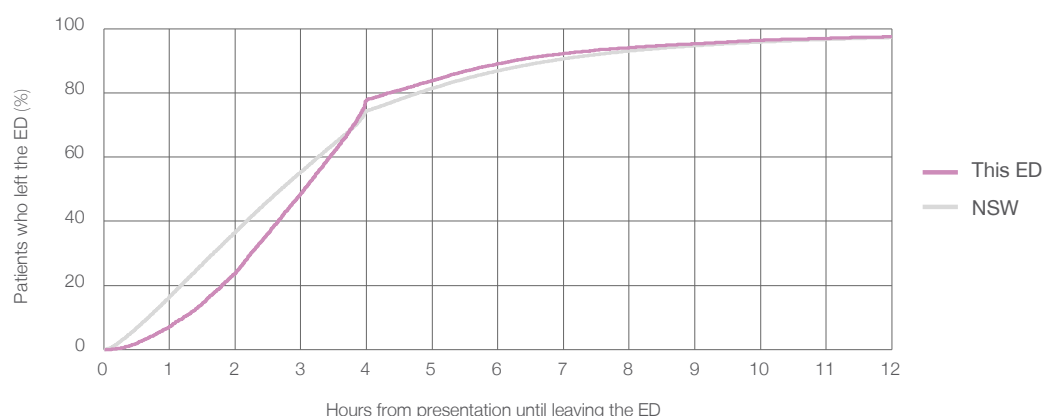
Presentations used to calculate time to leaving the ED:⁶ 13,429 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

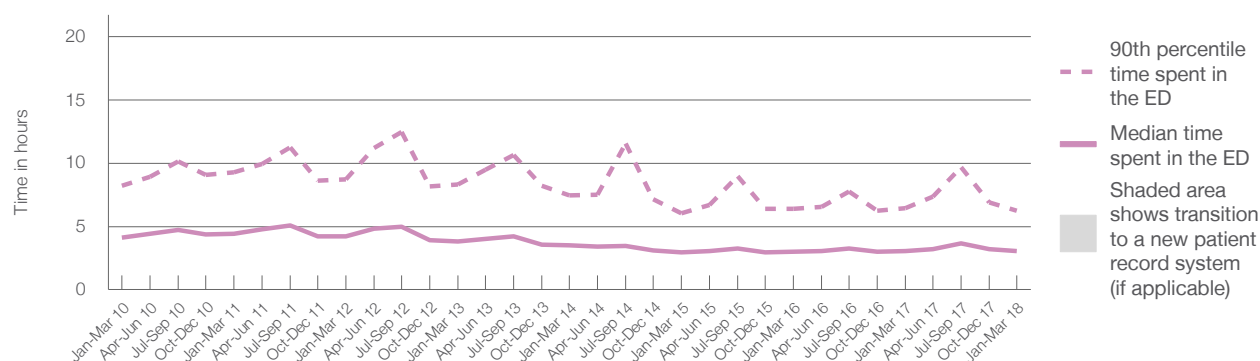
90th percentile time spent in the ED⁹ 6 hours and 15 minutes

Same period last year	NSW (this period)
13,463	13,463
3 hours and 4 minutes	2 hours and 42 minutes
6 hours and 28 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 6m	4h 25m	4h 13m	3h 48m	3h 31m	2h 56m	3h 0m	3h 4m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 13m	9h 16m	8h 42m	8h 18m	7h 26m	6h 3m	6h 24m	6h 28m	6h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Bankstown-Lidcombe Hospital: Time patients spent in the ED

By mode of separation

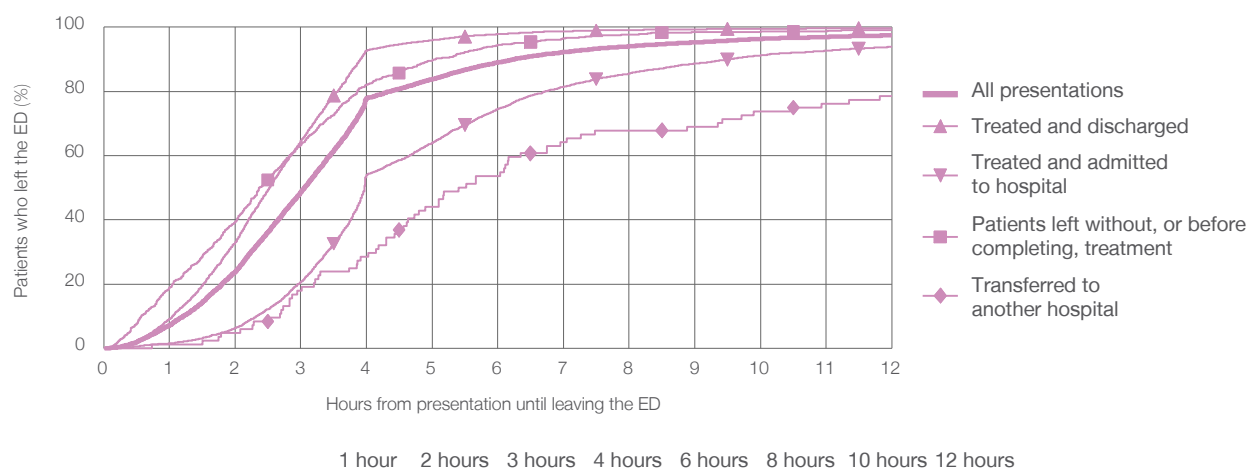
January to March 2018

All presentations:[†] 13,429 patients

Presentations used to calculate time to leaving the ED:[‡] 13,429 patients

		Same period last year	Change since one year ago
		13,463	0%
Treated and discharged	7,529 (56.1%)	7,247	3.9%
Treated and admitted to hospital	4,754 (35.4%)	5,048	-5.8%
Patient left without, or before completing, treatment	1,046 (7.8%)	1,047	-0.1%
Transferred to another hospital	84 (0.6%)	91	-7.7%
Other	16 (0.1%)	30	-46.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.2%	33.0%	64.6%	92.8%	97.8%	99.2%	99.5%	99.8%
Treated and admitted to hospital	1.5%	6.3%	20.7%	54.1%	74.6%	85.6%	91.2%	93.9%
Patient left without, or before completing, treatment	18.8%	39.5%	63.5%	82.1%	94.5%	97.7%	98.7%	99.0%
Transferred to another hospital	1.2%	4.8%	17.9%	28.6%	53.6%	67.9%	73.8%	78.6%
All presentations	7.2%	23.9%	48.7%	77.9%	89.1%	94.1%	96.4%	97.5%

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Bankstown-Lidcombe Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

January to March 2018

All presentations at the emergency department: ¹ 13,429 patients

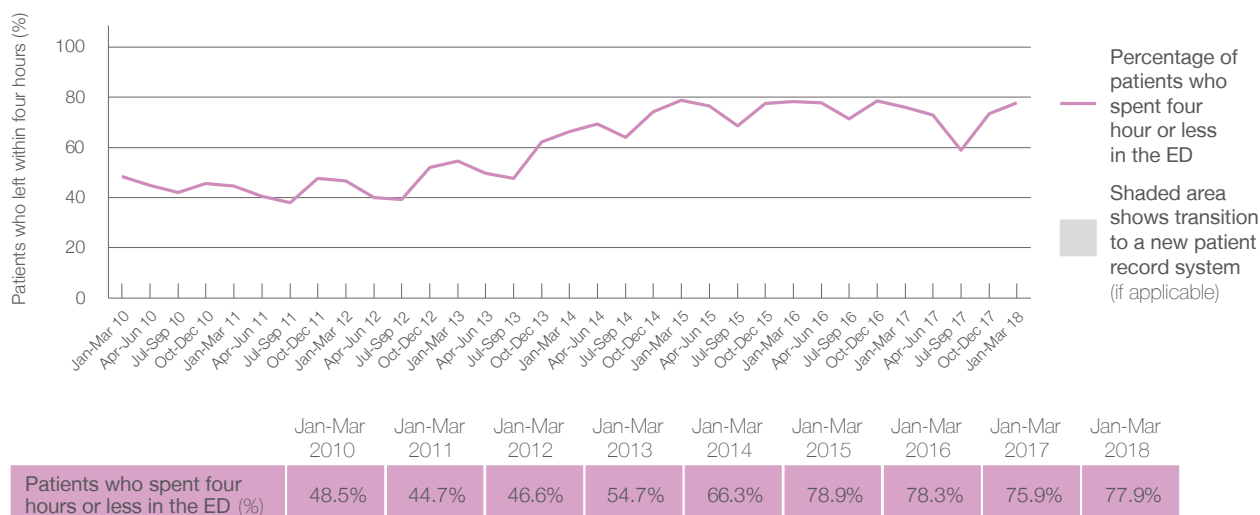
Presentations used to calculate time to leaving the ED: ⁶ 13,429 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
13,463	0%
13,463	0%
75.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).